



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Laguna Honda Hospital and Rehabilitation Center

JOINT CONFERENCE COMMITTEE, ANNUAL SECURITY
UPDATE, 2020-2021

Security Management Plan Accomplishments

- Installation of electronic security systems in the hospital.
- Responded to 1,893 calls-for-service.
- Reduced crimes against persons and property by 43% (221 incidents)
- Reduced use-of-force incidents by 33% (1 incident)
- The approval of the DPH Security Staffing Proposal that includes adding 8 FTE Sheriff's Cadets to provide healthcare security services.

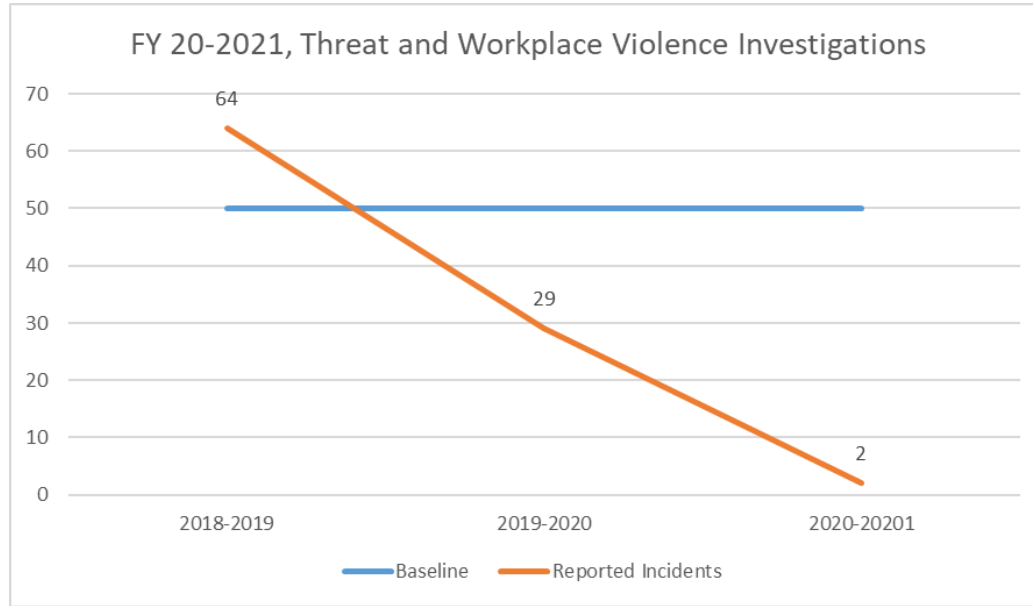
Performance Metrics

Security Management:

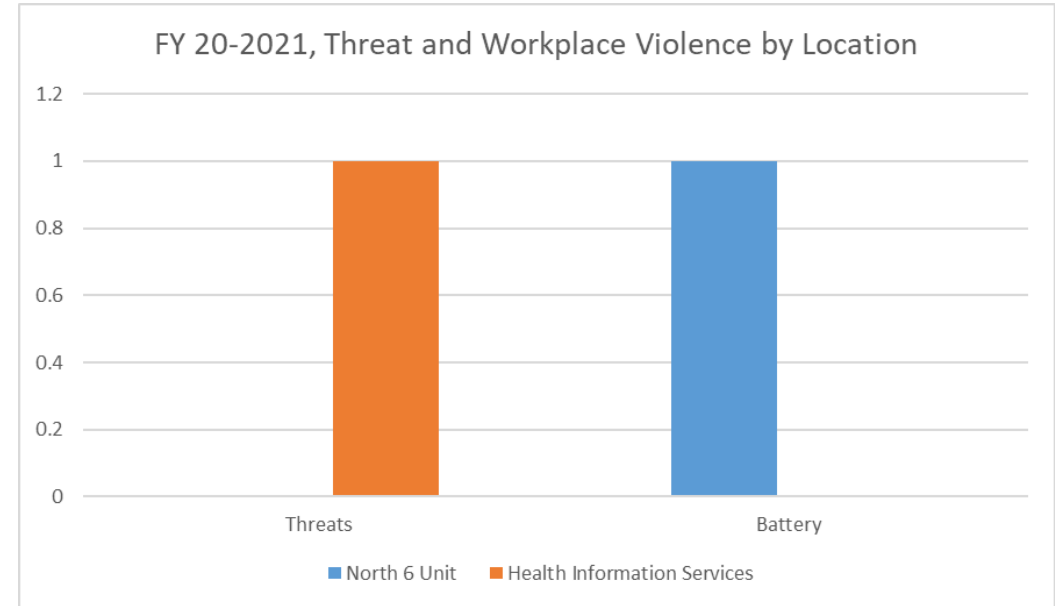
- Program Objectives: All, but one performance objectives was not met.
- Effectiveness: Program was found to be effective.

FY 2020-2021, Annual Performance Metrics		
	Target	Overall Performance
Code Green Response (Resident Elopement)	90%	100%
Customer Satisfaction	90%	95%
Electronic Security Systems	98%	96%
Sheriff's Office and DPH MOU Compliance	3.5	3.6

Threat Management and Workplace Violence Prevention

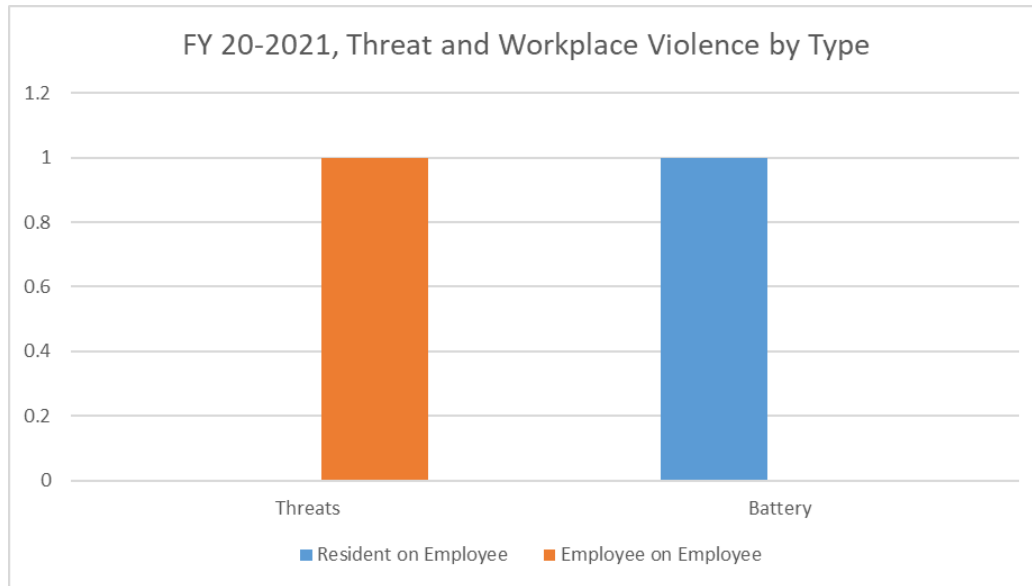


Over a 3-year period, moderate and high-risk investigations decreased 96%. There was a 93% decrease in investigations from FY 19-2000.



Threat reports accounted for 50% of the investigations, and 50% of investigations that involved physical violence that occurred in Health Information Services.

Threat Management and Workplace Violence Prevention



Remedial Action Taken	
Employee Disciplinary Action	1

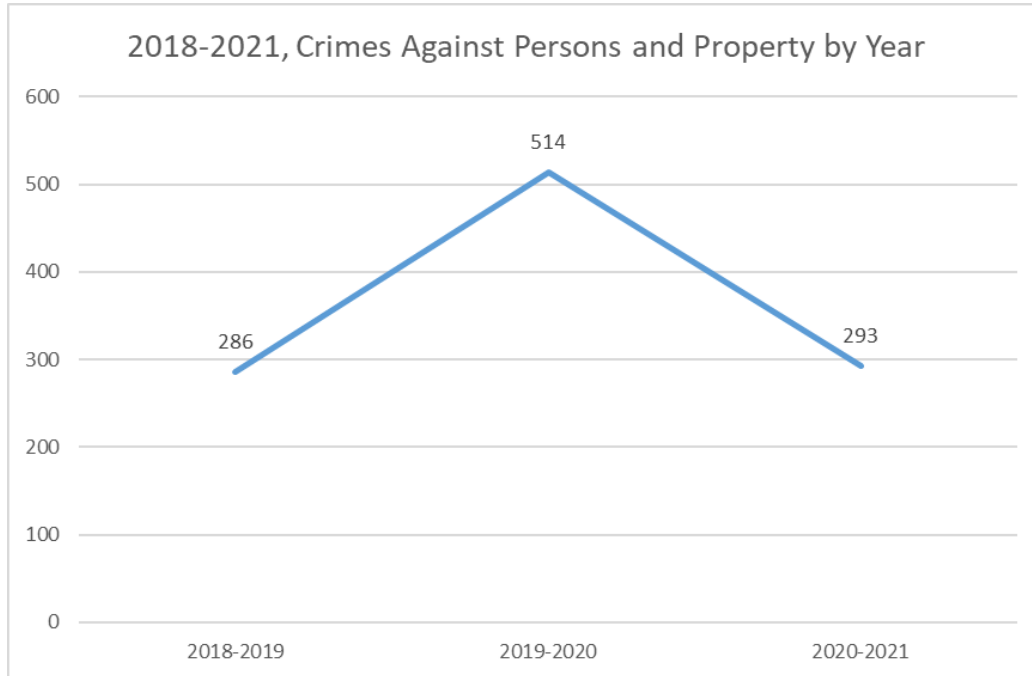
Patient against employee reports accounted for 50%, followed by 50% of employee against employee of moderate and high-risk investigations.

Crimes Against Persons and Property

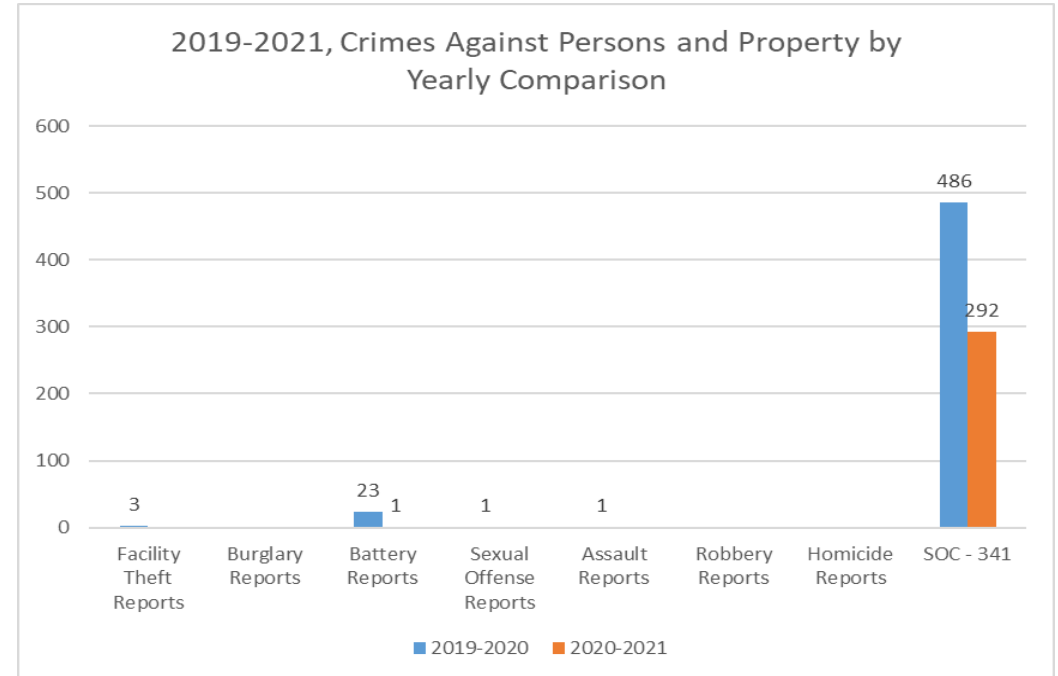
Yearly Comparison	2019-2020	2020 -2021
SFSO - Facility Property Thefts Reports (>\$900)	3	0
SFSO - Burglary Reports	0	0
SFSO - Battery Reports	23	1
SFSO - Sexual Offense Reports	1	0
SFSO - Assault Reports	1	0
SFSO - Robbery Reports	0	0
SFSO - Homicide Reports	0	0
SOC-341 – Patient Abuse Reporting	486	292
Total	514	293

- Crimes against Persons and Property decreased 43% from FY 19-2020.
- Battery reports decreased 96% from FY 19-2020.
- Assault reports decreased 100% from FY 19-2020.
- Patient Abuse reports accounted for 99% of reports to SFSO with Resident-on-Resident Altercations (verbal/physical) accounting for 41% of the SOC-341 reports.
- Minus SOC-341 Reports, Crimes against Persons decreased 96%.

Crimes Against Persons and Property



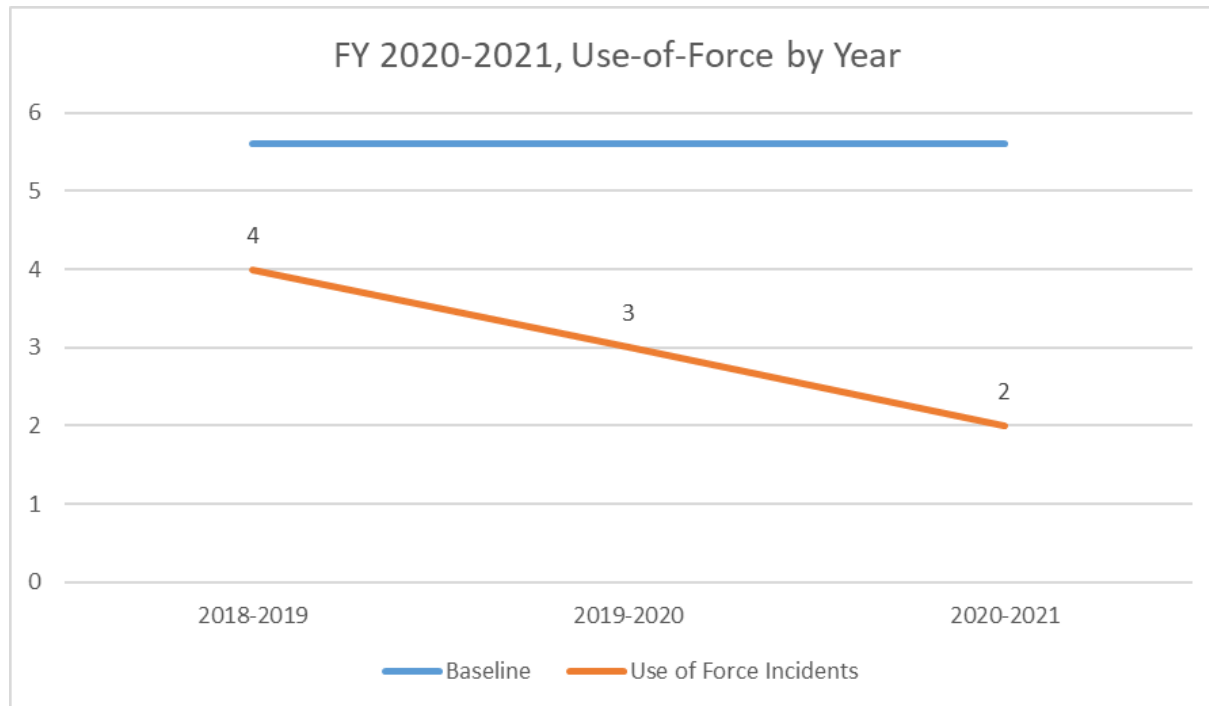
Over a 3-year period, crimes against persons increased 41%. Reported crimes decreased 42% from the previous year.



SOC-341 reports decreased 40% from the previous year.

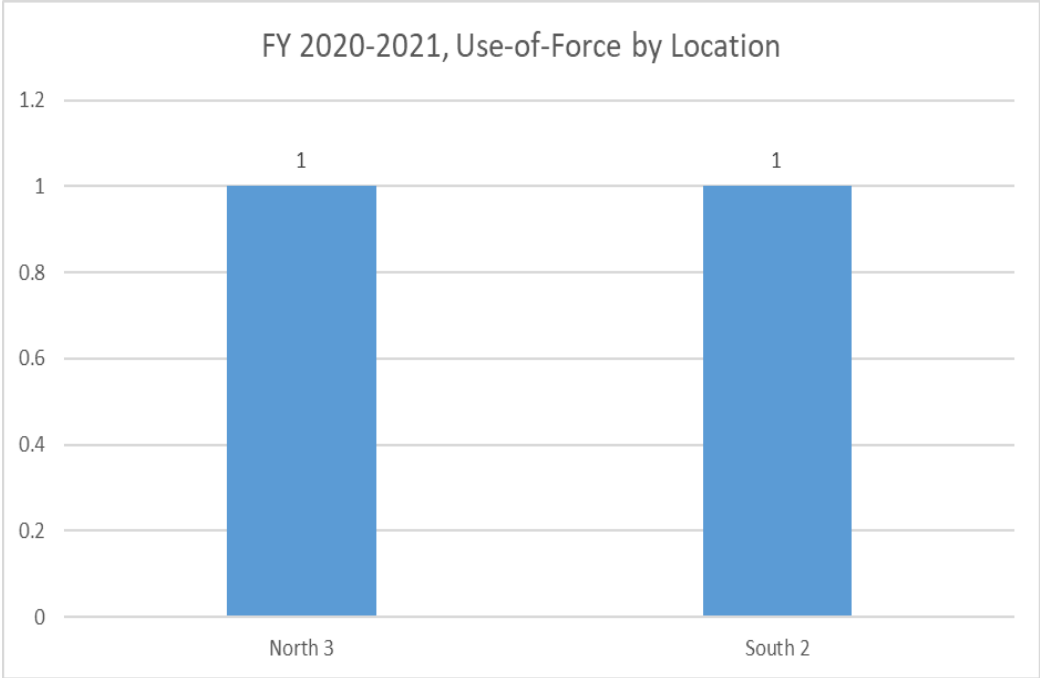
Use of Force

- Use-of-force data is tracked of all SFSO incidents occurring on LHH campus. In 2020-2021, there were 2 incidents involving use-of-force. The incidents were analyzed by the types of force, type of incidents, location, cases, demographics, and reported acts by demographics.

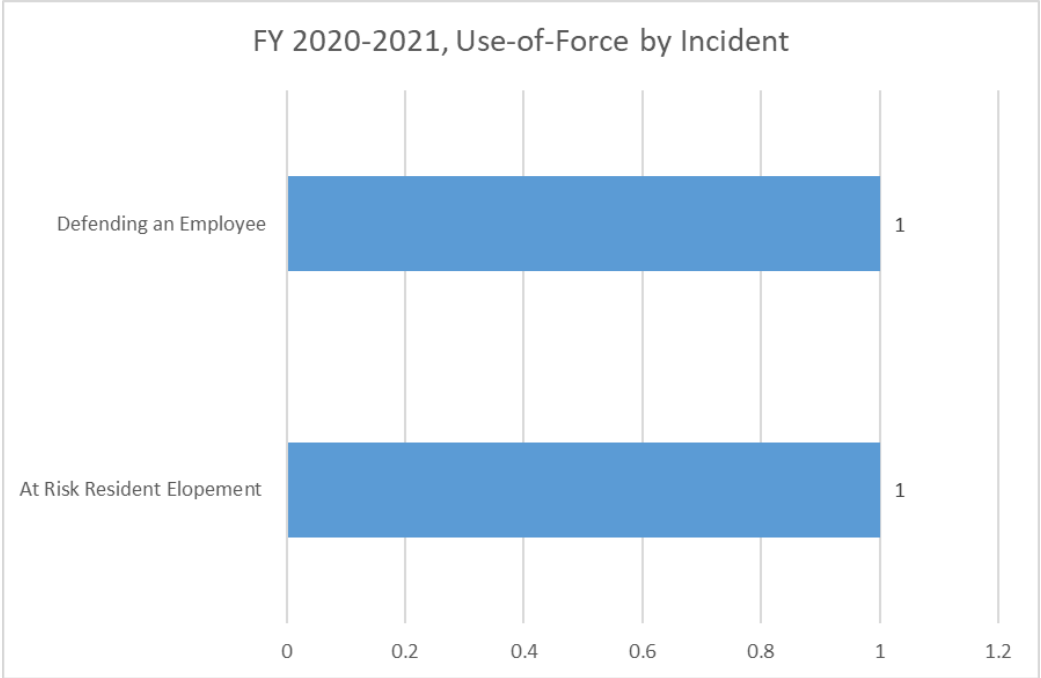


- Over 3-year period, use-of-force decreased 50% from FY 2018 and decreased 33% from the previous year.

Use of Force

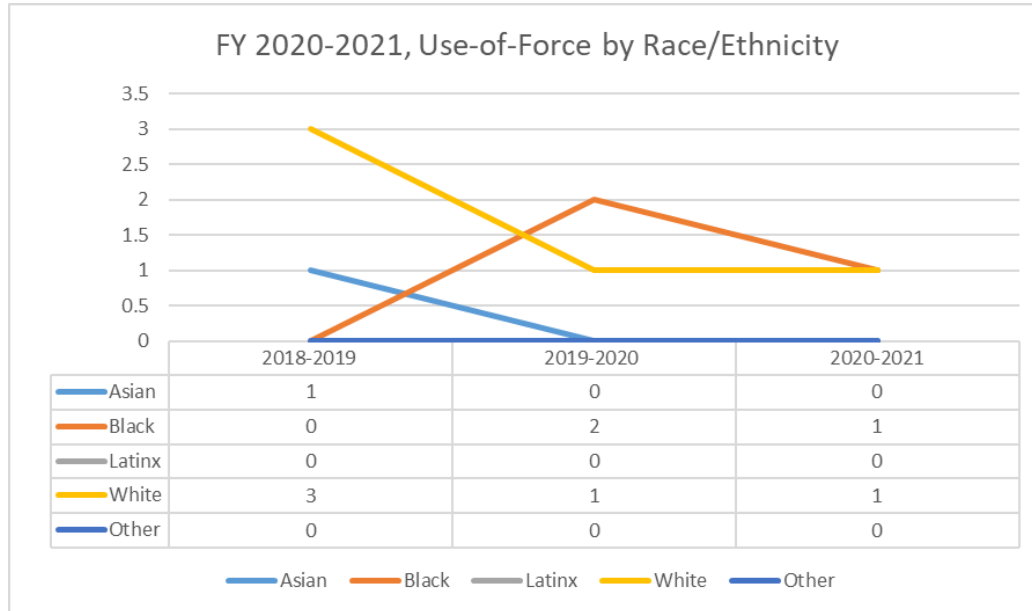


Fifty percent of use-of-force incidents occurred in the North-3 Unit followed by South – 2.

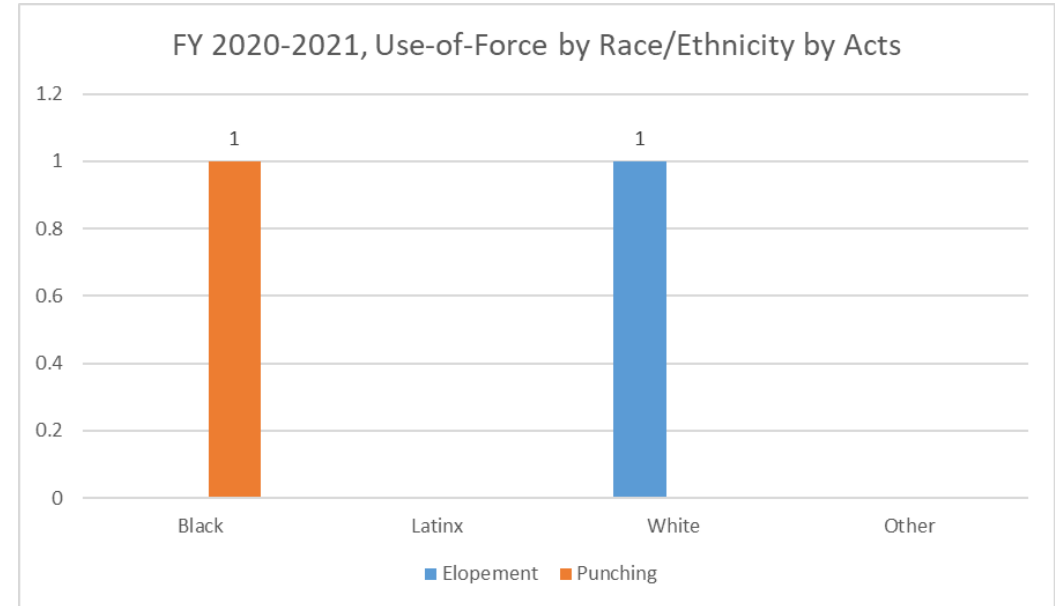


Deputies defending staff from a resident-initiated attacks, followed by returning a resident that eloped, accounted for 100% of physical use-of-force.

Use of Force



Use-of-force against Black/African Americans decreased 50% from the previous year and was flat among all other race/ethnicities.



- Use-of-force is used in response to reports of punching and resident elopement accounted for 100% reported acts.
- Acts committed by Whites were reported 50% followed by Black/African Americans at 50%.



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Questions?